

# **Students At Risk and Early Intervention Procedure**

Policy supported	Student at Risk and Early Intervention Policy
Policy Code	ACA-HE-22
Owner	Principal Executive Officer
Responsible Officer	Academic Success Manager
Approving authority	Academic Board
Approval date	2 June 2023
Commencement date	29 June 2023
Review date	3 years
Version	2023.1
Related Documents	Assessment Appeal Policy
	Assessment Appeal Procedure
	Diversity and Equity Policy
	Student Assessment Policy
	Student Assessment Procedure
	Student Support Framework
	Student Progression and Exclusion Policy
	Student Progression and Exclusion Procedure
HESF (Threshold Standards)	1.3.1; 1.3.2; 1.3.5; 2.2.3
2021	

## 1. Purpose

This Procedure details the strategies of the Australian Institute of Higher Education Pty Ltd ('the Institute') for optimising the opportunity for, and potential of, all students at the Institute to achieve their academic goals and successfully complete their course.

### 2. Scope

This Procedure applies to all students at the Institute. This Procedure does not apply to non-award students.

## 3. <u>Definitions</u>

See the AIH Glossary of Terms for definitions.

## 4. Actions and Responsibilities

### 4.1 Early Identification & Intervention Strategy

The Students At Risk and Early Intervention Policy details types of Students At Risk. Intervention strategies vary based on the risk type and the timing of the operational study period. The 'Students At Risk' procedure roles, responsibilities and intervention strategy are outlined in Annexure 1. Students can be identified as requiring additional support via Early Intervention strategies outlined in Annexure 2. The purpose of the Early Intervention strategies is to support students during a study period, to reduce the likelihood of fail grades being awarded.



#### 4.1.1 Early Identification

Students can be identified as requiring additional support by early intervention. Students can be identified in various ways.

Students can be identified as "at risk" by Lecturers after Session 2or based on their first assessments (Annexure 2. Identification is based on:

- low-level regular attendance of classes;
- limited engagement in class activities;
- not submitting or achieving a fail mark in an early assessment task in a unit(s) of study;
- not performing adequately in assessment tasks;
- not logging into or not engaging with the Learning Management System (Moodle).

All students identified within the early intervention process, are contacted by their respective lecturers and the Academic Success Team to offer academic counselling and support.

### 4.1.2 Intervention Support Strategies

The Dean or delegated nominee will be notified of the academic risk situation through Academic Success Team Officers and Wellbeing Officer. The Lecturers and Academic Success Team or a nominated delegate will contact the student and counsel them to receive Intervention support by either:

- attending academic skills sessions;
- attending language support sessions;
- attending additional lectures, workshops, or other educational forums;
- attending academic counselling or obtain referral to other support services;
- seeking peer mentoring;
- attending and seeking support through the Learning Support Hub;
- revising the enrolment pattern, study load or course of enrolment for later study periods;
- accessing the Learning Management System (LMS) or the prescribed E-book; or
- a combination of the above.

If the above measures do not result in satisfactory course progress and the student has failed to achieve a minimum pass grade for course requirements, the Institute will implement an intervention strategy in accordance with the Student Progression and Exclusion Policy and associated Procedure.

#### 4.1.3 Result of Unsatisfactory Course Progress

There are two formal warnings issued to students who fail to make satisfactory academic progress.

### 4.1.3.1 Academic Probation Letter 1

Students who do make satisfactory academic progress in a semester for the first time since enrolling at AIH are sent, at the end of the semester, an Academic Probation Letter 1 advising them of their failure to make satisfactory academic progress and of the intervention strategies available to them (Annexure 1: Flowchart – Student at Risk Process).



#### 4.1.3.2 Academic Probation Letter 2

Students who do not make satisfactory academic progress in a second semester, or have failed a unit more than once, or are not meeting their CoE timeframe, are sent an Academic Probation Letter 2 advising them of their failure to make satisfactory academic progress for the second time and reminding them of the appeal process. Students are not able to enrol in the next semester until they have submitted a Complaint outlining a reason why they should not be cancelled with supporting evidence (see Annexure 1: Flowchart – Student at Risk Process).

Students will be given 20 working days from the issuing date of the notice to appeal the decision in accordance with the Student Complaint and Appeal Procedure. A student who does not submit an appeal within 20 working days will have their enrolment terminated at the end of the block (Undergraduate students) or semester (Master students).

Once the appeal has been assessed, the Institute may choose to:

- terminate the student's enrolment; or
- allow the student to continue without conditions; or
- allow the student to continue the course with specific conditions (see Annexure 1: Flowchart Student at Risk Process).

A student who is allowed to continue their enrolment in the course with conditions imposed, who again fails to meet the minimum academic standards or breaches the conditions imposed, will have their enrolment terminated (Academic Probation Letter 3).

Other circumstances where students might have their enrolment terminated are outlined in the Institute's Student Academic Misconduct Policy and associated Procedure, Student Code of Conduct and the International Student Deferment, Suspension and Cancellation Policy and associated Procedure.

## 4.2 Appeals

An applicant may complain against a decision made under this Procedure. Complaints must be made as prescribed in the appeals process outlined in the Student Complaint and Appeal Policy and associated Procedure. Students may request this via email to Student Services using the Complaint and Appeal form.

### 5. Version Control

This Procedure has been endorsed by the Australia Institute of Higher Education Academic Board as of June 2023 and is reviewed every 3 years. The Procedure is published and available on the Australian Institute of Higher Education website http://www.aih.nsw.edu.au/ under 'Policies and Procedures'.

Change and Version Control						
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:		
2017-1	Ms. McCoy	New document	22 February 2017	6 March 2017		
2017-2	Registrar	Updated information on attendance monitoring	19 July 2017	20 July 2017		



2018-1	Registrar	Added the Student at Risk Flowchart for early notification warnings sent to the student in WK 11	3 October 2018	12 November 2018
2018-1	Registrar	Updated 4.1.1 Intervention Strategy, changing the word 'detection' to 'identification' and adding 'redeem high risk cohort categories' of Pathway entry and Special/Alternative Admission Arrangements	12 December 2018	13 December 2018
2019.1	Principal	Updated the Policy Owner, Responsible Officer and Approving Authority to Principal, Section 4.1 and Annexure 1.	18 November 2019	19 November 2019
2020.1	Academic Success Manager/ Chief Executive Officer	Complete review based on the policy.	24 September 2020	25 September 2020
2021.1	Academic Success Manager/ Chief Executive Officer	Policy Review. Amendment to block delivery	17 February 2021	18 February 2021
2021.2	Registrar/ Chief Executive Officer	Incorrect wording	23 March 2021	24 March 2021
2022.1	Registrar	Updated to reflect change in processes and Block Model delivery. HESF also updated. Updated Higher Education Standards Framework [Threshold Standard] 2021	25 May 2022	26 May 2022
2023.1	Academic Success Manager	Updated to reflect change in unit- delivery (From six-week to four-week block model)	2 June 2023	29 June 2023



### Annexure 1a: Flowchart – Student at Risk Process (Student Copy)

# **SAR ENTRY** SAR 1 1. Student is identified as a SAR Entry student 1. Academic Services Team releases grades for upon first enrolment at AIH. previous semester. 1 • 2. Admissions Team provides student with an Offer Letter that includes conditions of 2. Student is identified as a SAR 1 student. enrolment. 3. Academic Success Team provides ongoing 3. Academic Success Team provides student with support options to students. Academic Probation Letter 1. 4. Student to meet certain conditions in order to 4a. If more than 50% passing marks = Student will improve academic performance in the next be removed from SAR list in the next semester semester. with active unit enrolments. 4b. If 50% failing marks or more = Student's SAR 1 level will be increased by one level in the next semester with active unit enrolments. 5a. If more than 50% passing marks = Student's SAR Level will be decreased by one level n the next semester with active unit enrolments. 5b. If 50% failing marks or more = Student's SAR Level will be increased by one level in the next semester with active unit enrolments.



#### SAR 2 SAR 3 1. Academic Services Team releases grades 1. Academic Services Team releases grades for previous semester. for previous semester. 2. Student is identified as a SAR 2 student 2. Student is identified as a SAR 3 student 3. Academic Success Team informs Academic 3. Academic Success Team provides student Services which in turn, provides student with Academic Probation Letter 2. with a Notice of Intention to Report Letter. 4. SAR Level 2 student submits a Complaint 4. SAR Level 3 student submits a Complaint Form with supporting evidence within 20 Form to Academic Services with supporting working days of the SAR Letter 2 issue date. evidence within 20 working days of the SAR Letter 3 issue date. • 5a. If complaint is upheld = Student is notified in 5a. If complaint is upheld = Student is notified writing within 20 working days with any conditions in writing within 20 working days with any associated with the outcome. conditions associated with the outcome. 5b. If complaint is declined, student is notified in 5b. If complaint is declined, student is notified writing within 20 working days of the outcome and in writing within 20 working days of the their right to access the appeal process. outcome and their right to access the appeal process. 1 6. Student to meet certain conditions, including 6. Student to meet certain conditions, following an 'Academic Success Intervention including following an 'Academic Success Intervention Strategy Plan' in order to Strategy Plan' in order to improve academic performance in the next semester. improve academic performance in the next semester. 7a. If more than 50% passing marks = 7a. If more than 50% passing marks = Student's Student's SAR Level will be decreased by one SAR level will be decreased by one level in the level n the next semester with active unit next semester with active unit enrolments. enrolments. 7b. If 50% failing marks or more = Student's SAR 7b. If 50% failing marks or more = Student's level will be increased by one level in the next SAR Level will be increased by one level in semester with active unit enrolments. the next semester with active unit enrolments.

Note: If SAR Level 2/Level 3 student takes no action within 20 working days of the SAR Letter 2/Letter 3 issue date, student will be notified in writing and will be **excluded** from studying at AIH.



# **Annexure 2a: Flowchart - Early Intervention Process (Student Copy)**

# All Students – Four-Week Block Delivery

Lecturers submit an Early Intervention report to Academic Success Team after Session 2 based on poor attendance, lack of engagement, among others.
 Lecturers and Academic Success Team contact students to offer help and support.
 Students make a genuine effort to improve attendance and performance and

Academic Success Team provides a summarised report to the Academic Success Manager / Dean.



# Annexure 1b: Flowchart – Student at Risk Process (Staff Reference Copy)

## **SAR Monitoring, SAR Entry Students and SAR Level 1 Students**

Who: Academic Services for the Grade Ratification Committee.
Action: Ratify and release grades for previous semester.
When: As per published Grade Release dates.

Who: Academic Success Officer. Enrolment data to be supplied by Student Services.

Action: Create a SAR Master List for the upcoming semester.

Identify what level of SAR each enrolled student is, (null, Entry SAR, SAR Monitoring, SAR L1, SAR L2, or SAR L3) from Admission conditions (new students) and previous semester results (continuing students).

Identify on this list which students have requested to enroll in the upcoming semester.

Update the Student Management System to indicate the SAR status within the field 'Course Progression Status'.

When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is conformed (whichever is latest).

SAR 1 Student (i.e. a student who was increased from SAR LO or SAR Entry)

Recent SAR 1 Students (i.e. students recently reduced from SAR L2)

Who: Academic Success Officer.

Action: Email an Academic Probation Letter 1 to SAR L1 Students who have requested to be enrolled in units in the upcoming semester.

When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is conformed (whichever is latest).

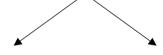
Who: Academic Success Officer.

Action: Email an Academic Probation Letter 1 – Change of Conditions to SAR L1 Students who have requested to be enrolled in units in the upcoming semester.

When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is conformed (whichever is latest).



Who: Academic Services for the Grade Ratification Committee.
Action: Ratify and release grades for previous semester.
When: As per published Grade Release dates.



If the student passes more than 50% of their study load within the semester, the student's SAR Level will be decreased by one level in the next semester with active unit enrolments. SAR Monitoring is the lowest level for students who have previously been deemed 'At Risk' at the institute. Note: this does not include SAR Entry Students.

If the student fails 50% or more of their study load within the semester, the student's SAR Level will be increased by one level in the next semester with active unit enrolments.



# <u>Annexure 2: Flowchart – Student at Risk Process (cont.)</u>

# **SAR Level 2 Students**

Who: Academic Services for the Grade Ratification Committee. Action: Ratify and release grades for previous semester. When: As per published Grade Release dates.

Who: Academic Success Officer. Enrolment data to be supplied by Student Services.

Action: Create a SAR Master List for the upcoming semester.

Identify what level of SAR each enrolled student is, (null, Entry SAR, SAR Monitoring, SAR L1, SAR L2, or SAR L3) from Admission conditions (new students) and previous semester results (continuing students).

Identify on this list which students have requested to enroll in the upcoming semester.

Update the Student Management System to indicate the SAR status within the field 'Course Progression Status'.

When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is conformed (whichever is latest).

SAR L2 Students

Who: Academic Success Officer.

Action: Email an Academic Probation Letter 2 to all SAR L2 Students who have requested to be enrolled in units in the upcoming semester. When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is conformed (whichever is latest).

OR

Who: SAR Level 2 student

Action: Submits a Complaint Form with supporting evidence.

When: Within 20 working days of the SAR Letter 2 issue date.

Who: SAR Level 2 student Action: No action.

When: Within 20 working days of the SAR Letter 2 issue date.

Who: Dean or delegate.

Action: Consider the Student Complaint upon its merits and in accordance with the Student Complaint and Appeal Policy & Procedure.

Note: The student is entitled to continue their study uninterrupted until this process has been completed.

When: Within 10 working days of the completion of the Complaint Form. If the Complaint required full investigation, the outcome can be delayed; however, the student must be informed in writing.

OR

Who: Academic Services Team. Action: The complaint is upheld. Notify the student in writing that the complaint has been upheld and any conditions associated with the

When: Within 20 working days of the SAR Letter 2 issue date or longer if the student is informed of the extension in writing.

Who: Academic Services Team.

Action: Complaint is declined. Inform the student of the outcome and their right to access the appeal process if they are not satisfied with the outcome reached.

When: Within 20 working days of the SAR Letter 2 issue date

Who: Academic Success Officers

Action: Implement an Academic Success Intervention Strategy Plan to provide support to students.

When: During the semester.

Who: SAR L2 Student

Action: Follow the prescribed Academic Success Intervention Strategy Plan from Academic Success Officer. Make a genuine effort to successfully complete all enrolled units.

When: During study periods with active unit enrolments.

Who: Academic Services Team.

Action: Inform Accounts, Admissions and Student Services team that the student is being excluded from study at AIH. Request Accounts Team to finalise any outstanding invoices. Request Admissions Team to report the student to the Department of Home Affairs for unsatisfactory course progress in PRISMS (in accordance with section 19(2) of the ESOS Act) at the end of the current study period.

When: After the 20 working days have elapsed or the complaint and appeal process has been completed.

Who: Admissions Team.

Action: Update the student's Course enrolment Status on the SMS to 'Excluded'. Provide a copy of the Section 20 notice generated by PRISMS to the student. When Within 5 days of being informed by Academic Services or after the student's units within the current study period have been re-END

Who: Academic Services for the Grade Ratification Committee. Action: Ratify and release grades for previous semester.

When: As per published Grade Release dates.

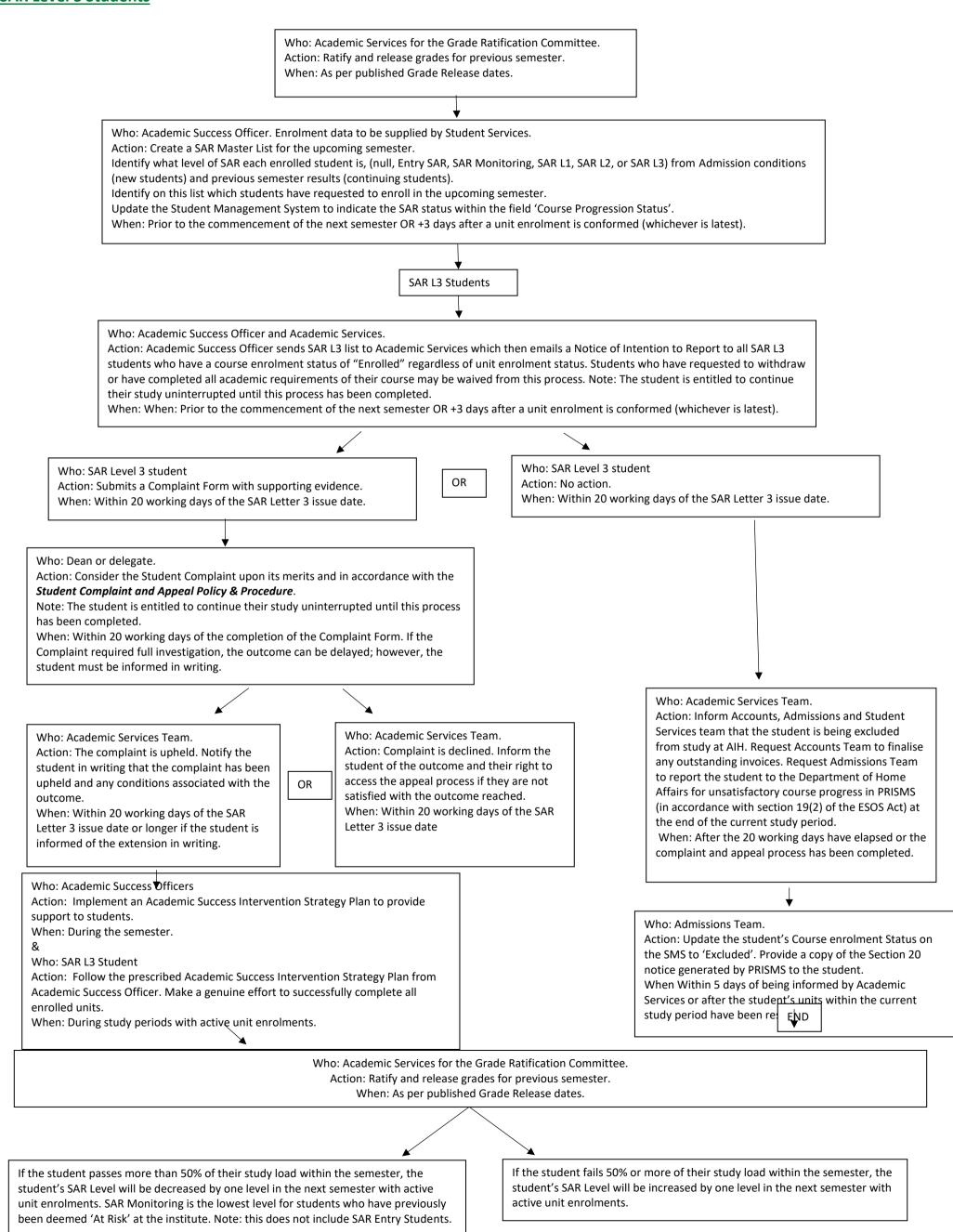
If the student passes more than 50% of their study load within the semester, the student's SAR Level will be decreased by one level in the next semester with active unit enrolments. SAR Monitoring is the lowest level for students who have previously been deemed 'At Risk' at the institute. Note: this does not include SAR Entry Students.

If the student fails 50% or more of their study load within the semester, the student's SAR Level will be increased by one level in the next semester with active unit enrolments.



## Annexure 2: Flowchart - Student at Risk Process (cont.)

## **SAR Level 3 Students**



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# Annexure 2b: Flowchart - Early Intervention Process (Staff Reference Copy)

## **All Students**

Who: Student Services.

Action: Review enrolment survey response and enroll the student

in appropriate units for the upcoming semester.

When: Before semester commencement or once student indicates

their desire to enroll (whichever is latest)

Who: LMS Administrator.

Action: Create Unit and group shells on the Learning Management System (LMS). Download and import scheduled unit enrolment data to

enable access to unit materials and links.

When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is confirmed (whichever is latest)

Who: All Students.

Action: Attend scheduled classes. Request support from Lecturer/ Academic Success Officers / Peer Mentor as relevant. Inform Lecturer of any absences. Make a genuine effort to successfully complete all enrolled units. Check designated emails regularly.

When: During study periods with active unit enrolments.

Who: Lecturer

Action: Run scheduled classes. Offer and provide support to students. Contact absent students.

When: After each session until Session 2.

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Who: LMS Administrator.

Action Run and collate a report that indicates students with 1 or 2 absences. Distribute the report to the Program Managers, Dean, and Academic Success Team

When: At the end of Session 2 for each study period.

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Who: Peer Mentors

Action: Offer and provide support to students as allocated by the Academic Success Team. Discuss the mentoring with the Academic Success Team as relevant.

When: During the study period.

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Who: Lecturer

Action: Track and list students with poor attendance or who are not submitting assessments. Provide the Academic Success Team with the list of students requiring support.

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When: After Session 2.

Who: Academic Success Team

Action: Offer and provide support to students. Contact absent students. When: After each session until Session 2 and throughout the study period as needed.

Who: Academic Success Team

Action: Track and list students who require Early Intervention. Provide a summarised report to the Academic Success Manager /

Dean.

When: After each block.